

# about our insurance services

Lion Works  
Sidley Road  
Eastbourne  
BN22 7HB  
Tel: 01323 648000  
Fax: 01323 648001  
info@professionalinsuranceagents.co.uk  
www.professionalinsuranceagents.co.uk



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## 1 The Financial Services Authority (FSA)

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The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you

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## 2 Whose products do we offer?

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- We offer products from a range of insurers for - **Professional Indemnity Insurance and Directors & Officers Insurance**
- We offer products from a limited number of insurers for - **Commercial and Office Combined Insurances, Public & Employers Liability, Warranties, Legal Protection and Travel Insurance.**

Ask us for a list of insurers we offer insurance from.

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## 3 Which service will we provide you with?

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- We will advise and make a recommendation for you after we have assessed your needs.
- We will offer clients the facility to purchase insurance cover online from one or more insurers & underwriters, however, our client will always be offered a full broking service as an option.

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## 4 What will you have to pay us for our services?

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Nothing unless you decide to proceed with the insurance, fees only become payable if a policy is taken out, based on the following:

- A fee for advice and administration and mid-term adjustment. This can vary depending on the nature of the insurance contract being arranged and size of the business involved.

As a guideline, our standard minimum fees are £28 at the start of the policy and £15 for mid-term adjustments. On larger, more complicated risks we will advise you of any charges before you have to commit or proceed with cover.

You will receive a quotation which will include full details about any fees charged on any particular insurance policy.

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## 5 Who pays us?

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We are paid by either the insurance company or underwriters with whom we have placed your business. To avoid conflict of interest, and to show transparency, we undertake to present to you, on our quotations, the suppliers we have approached to obtain terms on your behalf and brief you about costs and any policy wordings that may be of interest or an advantage to you.

We are an independent broker and not tied to any one company.

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## 6 Who regulates us?

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Professional Insurance Agents Ltd, Lion Works, Eastbourne, BN22 7HB is authorised and regulated by the Financial Services Authority. Our FSA reference number is 305328. Our permitted business is arranging general insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website - [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

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## 7 Ownership

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Professional Insurance Agents Ltd is a Private Limited Company with no other involvements, associated companies or interests.

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## 8 What to do if you have a complaint

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If you wish to register a complaint, please contact us:  
in writing Professional Insurance Agents Ltd, Lion Works, Eastbourne, BN22 7HB  
by phone Telephone 01323 648000

If you cannot settle your complaint with us, you may be entitled to refer is to the Financial Ombudsman Service.

Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall, London, E14 9SR  
Tel: 0845 080 1800. Website: <http://www.financial-ombudsman.org.uk>

Please note this service may not apply to commercial clients.

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## 9 Are we covered by the Financial Services Compensation Scheme (FSCS)?

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We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

Financial Services Compensation Scheme, 7th Floor Lloyds Chambers, Portsoken Street, London, E1 8BN. Tel: 0207 892 7300

Please note this may not apply to commercial clients.

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## 10 Claims

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In the event that you have a circumstance or a claim against your company you must write to us with the full details without delay. If you are in doubt about what to do please contact us on: 01323 648000.

Professional Insurance Agents have a set format for handling claims and if you require a breakdown of the claims handling procedure, please request a copy.

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## 11 Client Money

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Client money is always kept in separate client bank accounts, banked daily and recorded as per Financial Service Authority's (FSA) recommended methods of calculations. We also have an open access policy where clients can look at their files and follow how their monies are dealt with by us from receipt to the Insurer being paid.